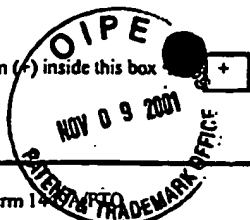


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PTO/SB/08A (08-00)

Substitute for form 1449 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		<i>Complete if Known</i>	
		Application Number	09/944,836
		Filing Date	08/31/01
		First Named Inventor	Burgin et al.
		Group Art Unit	2185
Examiner Name		Attorney Docket Number	FINL-002/00US
Sheet	1	of	5

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U.S. PATENT DOCUMENTS				
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)	
		Des. 276,626		12/4/84
		Des. 286,956		12/2/86
		Re. 32,115		4/15/86
WLL		3,829,088		8/13/74
WLL		4,451,985		6/5/84
WLL		4,567,359		1/28/86
WLL		4,793,810		12/27/88
WLL		5,002,491		3/26/91
WLL		5,059,127		10/22/91
WLL		5,204,813		4/20/93
WLL		5,208,869		5/4/93
WLL		5,211,563		5/18/93
WLL		5,251,268		10/5/93
WLL		5,261,823		11/16/93
WLL		5,267,865		12/7/93
WLL		5,294,229		3/15/94
WLL		5,302,132		4/12/94
WLL		5,309,355		5/3/94

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FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Date of Publication of Cited Document MM-DD-YYYY	T ⁶
		Office ³	Number ⁴	Kind Code ⁵ (if known)		
		EP	0 496 492 A1		1/7/92	
WLL		EP	0 496 492 B1		1/7/92	
		WO	97/44767		11/27/97	
		WO	98/32107		7/23/98	

Examiner Signature	<i>[Signature]</i>	Date Considered	12/8/04
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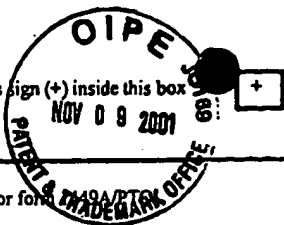
³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Applicant is to place a check mark here if English language Translation is attached.

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		Application Number	09/944,836		
		Filing Date	08/31/01		
		First Named Inventor	Burgin et al.		
		Group Art Unit	2185		
Examiner Name					
Sheet	2	of	5	Attorney Docket Number	FINL-002/00US

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OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
<u>ML</u>		A+dantage - Worldware, 1995, Jostens Learning Brochure	
<u>ML</u>		Applied Physics, 1995, EduStar America Inc. Brochure	
<u>ML</u>		Aqua Venture, 1995, EduStar America Inc. Brochure	
<u>ML</u>		Barron, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 75-92	
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<u>ML</u>		Carbonell, 1970, IEEE Transactions on Man-Machine Systems 11:190-203	
<u>ML</u>		Cook, 1989, A Briefing for Buyers (Asymtote Inc., Boston)	
LISTING CONTINUED ON ATTACHMENT			

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**INFORMATION DISCLOSURE
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Sheet 3 of 5

Complete if Known

Application Number	09/944,836
Filing Date	08/31/01
First Named Inventor	Burgin et al.
Group Art Unit	2185
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Attorney Docket Number	FINL-002/00US

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U.S. PATENT DOCUMENTS (Cont'd)				
Examiner Initials ²	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document
		Number	Kind Code ² (if known)	
JUL		5,310,349		Daniels et al.
JUL		5,337,141		Egli et al.
JUL		5,397,865		Park
JUL		5,441,415		Lee et al.
JUL		5,444,774		Friedes
JUL		5,458,494		Krohn et al.
JUL		5,513,991		Reynolds et al.
JUL		5,513,994		Kershaw et al.
JUL		5,576,951		Lockwood
JUL		5,594,791		Szlam et al.
JUL		5,636,036		Ashbey
JUL		5,708,798		Lynch et al.
JUL		5,710,887		Chelliah et al.
JUL		5,721,845		James et al.
JUL		5,727,950		Cook et al.
JUL		5,743,746		Ho et al.
JUL		5,745,765		Paserman
JUL		5,788,504		Rice et al.
JUL		5,788,508		Lee et al.
JUL		5,825,651		Gupta et al.
JUL		5,827,070		Kershaw et al.
JUL		5,844,554		Geller et al.
JUL		5,904,485		Siefert
JUL		5,907,706		Brodsky et al.
JUL		5,909,589		Parker et al.
JUL		5,918,217		Maggioncalda et al.
JUL		5,920,848		Schutzer et al.
JUL		5,947,747		Walker et al.
JUL		5,963,953		Cram et al.
JUL		5,974,446		Sonnenreich et al.
JUL		5,978,648		George et al.
JUL		6,002,854		Lynch et al.
JUL		6,012,051		Sammon, Jr. et al.
JUL		6,032,129		Greef et al.
JUL		6,035,283		Rofrano
JUL		6,070,142		McDonough et al.
JUL		6,091,930		Mortimer et al.

¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

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Group Art Unit	2185
Examiner Name	
Attorney Docket Number	FINL-002/00US

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OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS (Cont'd)			
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<u>Full</u>		Educating Jessica's Generation, 1995, Jostens Learning Brochure	
<u>Full</u>		EduStar Mathematics, 1995, Innovative Technologies in Education Brochure	
<u>Full</u>		Fall, III, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 143-164	
<u>Full</u>		Guttman et al., 1998, "Agent-mediated electronic commerce: a survey," <u>The Knowledge Engineering Review</u> 13(2):147-159	
<u>Full</u>		Hello Blue Planet, 1995, EduStar America Inc. Brochure	
<u>Full</u>		Hibbard, Justin, (April 12, 1999), Assembly Online: The Web is changing mass production into mass customization, Information Week Online: News and Reviews (Online) Available Web Site: www.informationweek.com/729/build.htm ; Accessed on: October 30, 2001	
<u>Full</u>		Home Reach, 1995, Computer Curriculum Corporation Brochure	
<u>Full</u>		Keller, 1968, j. Applied Behavior Analysis 1:79-89	
<u>Full</u>		Kimball, 1995, Educational Leadership 53:54-56	
<u>Full</u>		Kulik et al., 1983, J. Educational Psychology 75:19-26	
<u>Full</u>		Kulik et al., 1986, J. Educational Computing Research 2:235-252	
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<u>Full</u>		Lesser, 1995, ACM Computing Surveys 27:340-342	

Substitute for form 1449A PTO

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STATEMENT BY APPLICANT**

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Filing Date	08/31/01
First Named Inventor	Burgin et al.
Group Art Unit	2185
Examiner Name	
Attorney Docket Number	FINL-002/00US

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Examiner Initials*	Cite No. [§]	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published:	T [¶]
<u>ML</u>		Lindsley, 1990, Teaching Exceptional Children 22:353-359	
<u>ML</u>		Maes, 1994, Communications of the ACM 37:31-40	
<u>ML</u>		Meet Lightspan, 1996, Lightspan Brochure	
<u>ML</u>		O'Keefe and McEachern, 1998, "Web-based Customer Decision Support Systems," <u>Communications of the ACM</u> 41(3):71-78	
<u>ML</u>		Osin, 1984, Proc. 4 th Jerusalem Conf. on Information Technology, pp. 418-424	
<u>ML</u>		Pasik, Alexander J. (September 24, 1998), The Software Investor, <i>The Configuration Invasion</i>	
<u>ML</u>		Peha, 1995, Educational Leadership 53:18-25	
<u>ML</u>		Plato Learning System, 1995, TRO Learning, Inc. Brochure	
<u>ML</u>		SageTalk: <i>Designing a Tool for Designing Successful Web-based Social Agents</i> (Paper ID 254); Conference '00, Month 1-2, 2000	
<u>ML</u>		Sherry and Komoski, eds., 1990, The IIS Report pp. 3-6, 21-24, 52, 256-260	
<u>ML</u>		Vaas, Lisa (May 17, 1999), <i>Service Sites Buckle Up Configurators</i> , PCWeek Online (Online) Available Web Site: www.zdnet.com/pcweek/stories/news/0,4153,402639,00.html ; Accessed on: October 30, 2001	
<u>ML</u>		Venezky and Osin, 1991, The Intelligent Design of Computer-Assisted Instruction (Longman, New York) chapters 3 and 7-13	
<u>ML</u>		Writing Expedition, 1994, Ideal Learning Brochure	

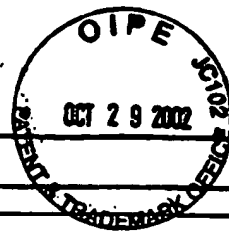
* Unique citation designation number.

§ Applicant is to place a check mark here if English language Translation attached.

¶ Unique citation designation number.

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Substitute for form 1449A/PTO			Complete if Known		
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)			Application Number	[Not Yet Assigned]	
			Filing Date	10/16/2002	
			First Named Inventor	Waller et al.	
			Group Art Unit	[Not Yet Assigned]	
			Examiner Name	[Not Yet Assigned]	
Sheet	1	of	5	Attorney Docket Number	FINL-011/00US

PTO/SB/08A (08-00)

U.S. PATENT DOCUMENTS				
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)	
WHL		3,829,088		08/13/1974
WHL		4,451,985		06/05/1984
		Dec. 276,026		12/04/1984
WHL		4,567,359		01/28/1986
		Re. 32,115		04/16/1986
		Dec. 286,956		12/02/1986
WHL		4,793,810		12/27/1988
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WHL		5,208,869		05/04/1993
WHL		5,211,563		05/18/1993
WHL		5,251,268		10/05/1993
WHL		5,261,823		11/16/1993
WHL		5,267,865		12/07/1993
WHL		5,294,229		03/15/1994
WHL		5,302,132		04/12/1994
WHL		5,309,355		05/03/1994
WHL		5,310,349		05/10/1994
WHL		5,337,141		08/09/1994
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WHL		5,513,994		05/07/1996
WHL		5,576,951		11/19/1996
WHL		5,594,791		01/14/1997
WHL		5,636,036		06/03/1997
WHL		5,708,798		01/13/1998
WHL		5,710,887		01/20/1998

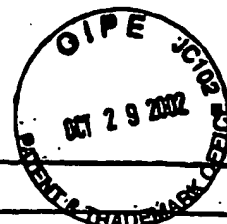
Examiner Signature		Date Considered	12/8/04
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Application Number	[Not Yet Assigned]
		Filing Date	10/16/2002
		First Named Inventor	Waller et al.
		Group Art Unit	[Not Yet Assigned]
		Examiner Name	[Not Yet Assigned]
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		Attorney Docket Number	FINL-011/00US

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JWL		5,721,845		James et al.
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JWL		5,781,914		Stork et al.
JWL		5,788,504		Rice et al.
JWL		5,788,508		Lee et al.
JWL		5,825,651		Gupta et al.
JWL		5,827,070		Kershaw et al.
JWL		5,844,554		Geller et al.
JWL		5,904,485		Siefert
JWL		5,907,706		Brodsky et al.
JWL		5,909,589		Parker et al.
JWL		5,918,217		Maggioncalda et al.
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JWL		5,947,747		Walker et al.
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JWL		5,974,446		Sonnenreich et al.
JWL		5,978,648		George et al.
JWL		6,002,854		Lynch et al.
JWL		6,012,051		Sammon, Jr. et al.
JWL		6,032,129		Greef et al.
JWL		6,035,283		Rofrano
JWL		6,055,569		O'Brien et al.
JWL		6,070,142		McDonough et al.
JWL		6,091,930		Mortimer et al.
JWL		6,237,035 B1		Himmel et al.
JWL		2001/0032140 A1		Hoffman
JWL		6,321,209 B1		Pasquali
JWL		6,343,329 B1		Landgraf et al.
JWL		6,356,284 B1		Manduley et al.

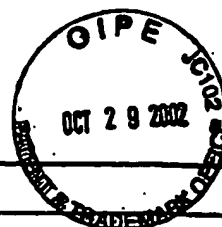
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		Application Number	[Not Yet Assigned]		
		Filing Date	10/16/2002		
		First Named Inventor	Walter et al.		
		Group Art Unit	[Not Yet Assigned]		
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FOREIGN PATENT DOCUMENTS							
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		Office ¹	Number ²	Kind Code ³ (if known)			
JUL JUL JUL		EP	0 496 492 A1		Tomitsuka et al. / Sony Corporation	07/29/92	
		EP	0 496 492 B1		Tomitsuka et al. / Sony Corporation	09/20/95	
		WO	97/44767		Cook et al. / Agent Based Curricula, Inc.	11/27/97	
		WO	98/32107		Padwa / Agent Based Curricula, Inc.	07/23/98	

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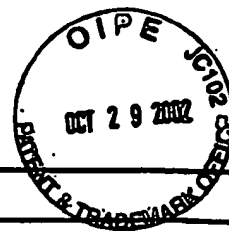
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		Filing Date	10/16/2002
		First Named Inventor	Wattler et al.
		Group Art Unit	[Not Yet Assigned]
		Examiner Name	[Not Yet Assigned]
Sheet 4 of 5	Attorney Docket Number	FINL-011/00US	

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ML		Kimball, 1995, Educational Leadership 53:54-56	
ML		Kulik et al., 1983, J. Educational Psychology 75:19-26	

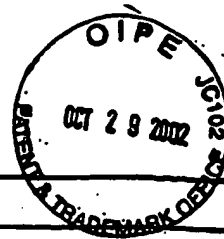
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		Filing Date	10/16/2002
		First Named Inventor	Wattler et al.
		Group Art Unit	[Not Yet Assigned]
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<i>W</i>		Lamb, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 24-44	
<i>W</i>		Learning First - New Edition, 1995, Jostens Learning Brochure	
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<i>W</i>		Sherry and Komoski, eds., 1990, The IIS Report pp. 3-6, 21-24, 52, 256-260	
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<i>W</i>		Venezky and Osin, 1991, The Intelligent Design of Computer-Assisted Instruction (Longman, New York) chapters 3 and 7-13	
<i>W</i>		Writing Expedition, 1994, Ideal Learning Brochure	

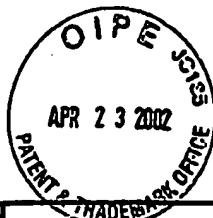
Examiner Signature	<i>W. J. Wattler</i>	Date Considered	12/8/02
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¹ Unique citation designation number.

² Applicant is to place a check mark here if English language Translation attached.

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PTO/SB/08A (08-00)

Substitute for form 1449A/PTO		Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Application Number	09/944,836
		Filing Date	08/31/01
		First Named Inventor	Burgin et al.
		Group Art Unit	2185
		Examiner Name	
Sheet 1 of 2	Attorney Docket Number	FINL-002/00US	

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ³ (if known)		
<i>WJL</i>		2001/0032140A1		Hoffman	10/18/2001

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FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	7*
		Office ³	Number ⁴	Kind Code ³ (if known)			

Examiner Signature	<i>WJL</i>	Date Considered	12/8/02
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⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

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Substitute for form 1449A/PTO

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Group Art Unit	2185
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Examiner Name

Attorney Docket Number	FINL-002/00US
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Sheet	2	of	2
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OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS

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Application Number	09/944,836
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First Named Inventor	Burgin et al.
Group Art Unit	2185
Examiner Name	[Not Yet Assigned]
Attorney Docket Number	FINL-002/00US

Sheet	1	of	1
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		Application Number	09/944,836			
		Filing Date	08/31/2001			
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		Group Art Unit	2185			
		Examiner Name	[Not Yet Assigned]			
Sheet	1	of	1	Attorney Docket Number	FINL-002/00US	RECEIVED AUG 19 2003

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U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
JUL		5,630,025		Dolby et al.	05/13/1997
		5,877,966		Morris et al.	03/02/1999

FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	T ⁴
		Office ³	Number ⁴	Kind Code ² (if known)			
JUL		EP	0 829 996 A2		AT&T Corp.	03/18/1998	
		WO	99/01826		Business Evolution, Inc.	01/14/1999	
		WO	00/29977		CCH Incorporated	05/25/2000	

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
JUL		Polerezky Z et al: "The Call Center & e-Commerce Convergence" Dialog ABI/Inform(R), XP002949410 2001	
JUL		Attardi G et al: "Web-based Configuration Assistants" Artificial Intelligence for Engineering Design, Analysis and Manufacturing, London, GB, vol. 12, no. 4, September 1998 (1998-09) pages 321-331, XP002902516	

Examiner Signature		Date Considered	12/8/04
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